



SERVICE EXCELLENCE – WORKSHOP EVALUATION

Please circle the number (1 = poor to 5 = excellent) that best describes your evaluation of the training session and return.

I have a better understanding of...	Strongly Disagree	Disagree	Uncertain	Agree	Strongly Agree
1. the County's Strategic Plan: <i>As a result of this training, I better understand the County's Strategic Plan and mission statement.</i>	1	2	3	4	5
2. how the County's Strategic Plan and Mission Statement ties into Service Excellence: <i>As a result of this training, I better understand how Service Excellence revolves around what we do on a daily basis.</i>	1	2	3	4	5
3. how to greet the Customer: <i>As a result of this training, I better understand the importance of greeting a customer and setting a positive tone when meeting the customer.</i>	1	2	3	4	5
4. determining the Customer's needs: <i>As a result of this training, I better understand how to determine the Customer's needs thereby finding a quick solution for all concerned.</i>	1	2	3	4	5
5. meeting the Customer's needs: <i>As a result of this training, I better understand that meeting, if not exceeding, the customer's needs is what we strive for on daily basis.</i>	1	2	3	4	5
6. making the moment memorable: <i>As a result of this training, I better understand how to identify and manage moments of truth for the customer.</i>	1	2	3	4	5
7. the importance of checking for results: <i>As a result of this training, I better understand that follow-up is critical in ensuring customer satisfaction on a consistent basis.</i>	1	2	3	4	5
8. the need for leaving the door open: <i>As a result of this training, I better understand that the customer experience is not over until the customer says so.</i>	1	2	3	4	5
9. the importance of good Communication skills: <i>As a result of this training, I better understand that good Communication skills are needed to provide Service Excellence on a continuous basis.</i>	1	2	3	4	5
10. the purpose of this mandatory County-wide Service Excellence training: <i>As a result of this training, I better understand the importance of Service Excellence to my job and the need to refocus and re-double my efforts in providing excellent customer service to County residents.</i>	1	2	3	4	5

**** Please turn over other side for further questions ****

Please comment below:

The best part of this training was (i.e., What did you learn most from this class?):

This training could be improved by (i.e., What did you learn least from this class?):

I would benefit from additional training in (i.e., I need more information on ?):

Opportunities to ask questions and discuss issues were sufficient (i.e., Did the instructor give you ample opportunity to ask questions?):

Additional Comments:

Service Excellence Course Name: _____

Date _____

Name (optional): _____

Dept _____

Thank you for taking time to offer feedback. We value your input.